**Ch 6, User documentation, p 226-**

**Onscreen user documentation**

1. What is the nature of onscreen user documentation?
2. List the 3 functions of onscreen user documentation?

**Types of onscreen user documentation:**

1. User guides and instruction manuals
   1. What are the purpose of these guides?
   2. What are the two popular formats for onscreen user guides? Why?
   3. What is a third party user guide?

Describe the characteristics of the following types of onscreen user documentation.

1. Quick start guides
2. In-house user documentation
3. Read me files
4. Tutorials
5. Help files
6. Web support
7. Tool tips & hint boxes